Foreword

This Exam Preparation book is intended for those preparing for the Citrix XenApp 5.0 for Windows Server 2008 certification.

This book is **not** a replacement for completing the course. This is a study aid to assist those who have completed an accredited course and preparing for the exam.

Do not underestimate the value of your own notes and study aids. The more you have, the more prepared you will be.

While it is not possible to pre-empt every question and content that may be asked in the Citrix XenApp A05 exam, this book covers the main concepts covered within the Citrix XenApp discipline.

Due to licensing rights, we are unable to provide actual A05 exam. However, the study notes and sample exam questions in this book will allow you to more easily prepare for an A05 exam.

Ivanka Menken
Executive Director
The Art of Service

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1. Citrix Certified Administrator

The Citrix Certified Administrator certification series is a number of certifications designed for IT associates spanning several Citrix solutions. Each certification is product based and consists of 3 designations:

- Citrix Certified Administrator
- Citrix Certified Administrator Platinum
- Citrix Certified Advanced Administrator

The topics of the administrative series are:

- Application Virtualization
- Desktop Virtualization
- Server Virtualization
- Application Networking

This study guide focuses on topics relevant to Application Virtualization and the core product, XenApp. The A05 exam is designed for persons in the following roles:

- Systems Administrators
- Technical Support staff
- Systems Integrators
- Citrix Consultants and Architects
- Sales Representatives
- Systems Engineers

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Individuals taking the exam should already have an understanding of:

- Windows Server 2003 and 2008 configurations
- Microsoft Active Directory permissions and rights
- TCP protocol administration
- Firewall concepts
- Email administration and account creation
- Terminal Services
- Shared folders and files
- Basic database concepts

The exam covers:

- Citrix Architecture
- XenApp Licensing and Installing
- Web interface Configurations
- ICA Configurations
- Application Management
- XenApp policies
- Server and Server Farm Management
- Printing configuration
- XenApp Troubleshooting

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2. Exam Specifics

A05 Exams are proctored by Pearson VUE. Scheduling and location of test sites can be obtained at www.vue.com. Tests are conducted at a testing center. Two valid forms of ID are required when arriving at the center. In addition, many Oracle University locations offer exams in addition to training.

Exams are delivered in a secure environment, proctored, and timed.

Specifics about the exam are:

- Exam Number : 1Y0-A05
- Time Limit: 105 minutes (English-speaking)
  135 minutes (Non-English speaking)
- # of Questions: 81
- Question Type: Multiple Choice
- Passing Score: 78%

If a candidate fails an exam on the first attempt, they must wait 24 hours before retaking the exam. Failure on any further attempts requires a 14 calendar day period before retaking the exam.

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3. Windows Fundamentals

3.1 User Accounts

Several characteristics of user accounts should be understood:

- A unique Security Identifier (SID) is assigned to every user account.
- The Security Identifier is never reused.
- Because the SID never changes, an account can be renamed without losing any of the permissions assigned to it.
- User, computer, and group accounts are created and managed using the Active Directory Users and Computers MMC.
- The Local Users and Groups snap-in is used to create local users and groups.
- To import and export users and groups, csvde and ldifde are used.

3.1.1 Password Complexity

The complexity of passwords is determined by the domain account policies. When enabled, passwords must follow the minimum requirements:

- Must not contain all or part of the user's account name.
- Must be at least six characters in length.

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- Must contain characters from three of four categories:
    - Uppercase characters
    - Lowercase characters
    - Numerals
    - Symbols

3.1.2 Managing User Profiles

User profiles are files where the settings for a user's work environment are stored. It is automatically created the first time a user logs on to a computer running any version of Windows. Any changes to the environment are saved when the user logs off and reloaded when the user logs on again.

The components of the user profile are:

- Application Data - program-specific data
- Cookies – user information and preferences
- Desktop – desktop items
- Favorites – shortcuts to favorite Internet locations
- Local Settings – application data, history, temporary files
- My Documents – user documents and subfolders
- My Recent Documents – shortcuts to most recently access documents and folders
- NetHood – shortcuts to My Network Places items
- PrintHood – shortcuts to printer folder items
- SendTo – shortcuts to document-handling utilities

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- Start Menu – shortcuts to program items
- Templates – user template items

3.1.3 Profile Types

Several users can use the same computer running Windows because of the user profile facility. There are several profile types available:

- Roaming – for users who log to different computers on the network.
- Mandatory – for administrative enforcement of settings. Can be shared by two or more users.
- Local – created for every user at first logon.
- Temporary – for users who cannot load their profile.
- All Users – created for all users who log on to the computer.
- Default – created for users who log on for the first time.

3.1.4 Local Profiles

When a user logs on to a computer, a local profile is created and saved in the local Documents and Settings folder for that user. This is done whether the computer is connected to the network or not. Any changes to the profile are saved when the user logs off.
The contents of the “All users” files and folders are combined with the user's profile when the user logs on to the computer. The contents include the Start Menu and desktop items.

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A profile can be turned into a template to create a default profile for a new user.

3.1.5 Roaming Profiles

The roaming profile is stored on a server. Each user account has a Profile tab in its properties sheet to identify a network location to use as a roaming profile.

When a user logs on to a network computer, the profile is copied locally to the computer. When the user logs off the network, any changes to the profile are copied back to the server.

3.1.6 Mandatory Profiles

A mandatory profile is a roaming profile that cannot be changed by the user. To create a mandatory profile, create a roaming profile and rename the Ntuser.dat file to Ntuser.man.

Like the roaming profile, a mandatory profile is stored on a server. When a user logs on to a network computer, the profile is copied locally to the computer. No changes are saved when the user logs off the server.

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Any changes to the mandatory profile must be made by the Administrator.

3.2 Managing Groups

3.2.1 Domain Functionality Levels

There are four Domain Functionality Levels in Windows Server 2003:

- Windows 2000 mixed
- Windows 2000 native
- Windows Server 2003
- Windows Server 2003 interim

The default domain functionality level of a domain installed on a new Windows Server 2003 machine is Windows 2000 mixed which contain domain controllers on computers running Windows NT, Windows 2000, or Windows Server 2003. There is no enhanced group functionality at this level.

When all Windows NT domain controllers have been removed from the domain, the domain functionality level can be increased to Windows 2000 native or Windows Server 2003. The Windows 2000 native level allows improved group capabilities of Active Directory with the ability to “nest” groups and make available groups of Universal scope.

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The Windows Server 2003 level is the most advanced level of domain functionality. Only domains with no Windows 2000 or Windows NT domain controllers can be raised to this level.

The fourth level of domain functionality is the Windows Server 2003 interim. Windows NT and Windows Server 2003 domain controllers can exist on this level at the expense of enhanced group functionality.

3.2.2 Group Types

There are two types of groups in Windows:

- Distribution – used for email distribution lists only and cannot be used to assign permissions for resource access.
- Security – used to assign permissions for resource access and for email distribution.

3.2.3 Group Scope

A group is classified using its scope. The scope determines what locations the members come from and the locations of the resources the group can be granted access. The group scopes are:

- Domain Local
- Global
- Universal

The scope of Domain Local will grant access to resources in the local domain and includes any account, Global groups, and Universal

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groups from any domain, or other Domain Local groups from the same domain as the group object.

A global group can be granted to any resource in the forest or any domain in another forest that trusts the local domain. The members are based on the domain functionality level used. For Windows 2000 mixed and Windows Server 2003 interim levels, only accounts from the same domain as the group object can be members. In the Windows 2000 native or Windows Server 2003 levels, accounts and other global groups from the same domain as the group object can be members.

3.2.4 Domain Groups

The Default Local Groups in Windows Server include:

- Administrators have unrestricted access to the computer, including the Domain Admins Global Group.
- Backup Operators are allowed to run Windows Backup and can override other rights when performing backups.
- Guests have restricted usage of the computer and limited to explicitly granted rights. The group can include the Domain Guests Global Groups.
- Power Users can share resources and create or modify local user accounts

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